

Job Description

VENUES WEST

Position details:

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| Title: | Technical Operations Coordinator | Position Number: | 06338 |
| Classification: | Level 7 | | |
| Branch: | Sports and Events | | |
| Directorate: | Venue Management | | |
| Award/Agreement: | VenuesWest General Agreement | | |
| Reports to: | General Manager Sports and Events | | |
| Direct Reports: | Storeperson | | |
| Special Conditions: | Availability to work weekends and out of hours to meet event requirements. | | |

About the Organisation

Our Vision is to deliver world class sport and entertainment experiences through the effective management of our venues.

We directly support high performance sport by providing training and competition facilities, direct subsidies to sport on venue and events costs, and through the provision of high performance sport experiences for the community.

We focus on attracting world class sport and entertainment events, providing all Western Australians with the opportunity to be inspired.

About the VenuesWest Way

The VenuesWest Way guides the way we work and the way we model our behaviour.

It is our system of defining and measuring our culture and sets the expectations on how we engage, improve, support and challenge one another to be the safest and best we can be – as individuals and as a collective.

Our signature behaviours:



About the Directorate

The Venue Management Directorate is responsible for the activation of VenuesWest self-managed facilities through the provision of support for high performance sport and delivery of commercial and community opportunities for sport, recreation and entertainment

About the Role

The Technical Operations Coordinator is responsible for the planning, delivery and review of all event and booking related Back of House requirements ensuring they are safe, compliant, achieve high quality customer experiences, ensure client satisfaction and optimise financial returns. The role is the key contact for clients with technical requirements at VenuesWest facilities ensuring the correct planning, setup and operation of event and booking production equipment.

About the Responsibilities

VenuesWest is committed to the principles of Equal Employment Opportunity (EEO) and diversity in the workplace and the provision of a safe environment for our employees, customers, trainees, students and volunteers. We will perform all duties and responsibilities in a manner and behaviour consistent with EEO legislation, Occupational Safety & Health legislation, VenuesWest's Code of Conduct, the VenuesWest Way and other relevant Policies/Procedures and legislation.

Event Planning, Delivery and Review

- Provides back of house cost estimates for the staging and staffing of bookings and events.
- Coordinates the planning and delivery of BOH requirements for events in accordance with Event Plans
- Establishes event bump in and bump out plans for the General Manager's approval.
- Implements the physical set up requirements as directed by the event manager.
- Contributes to event settlements in accordance with Event Plans for BOH costs including noting any variations.
- Conducts pre and post BOH event venue checks including maintenance and carries out or recommends modifications as required
- Assists the Manager Venue Delivery and Operations in conducting performance reviews of BOH service providers.

Event Production

- Liaises with production companies and clients to interpret events/functions technical requirements for lighting, sound, stage, audio-visual, and floor plans to ensure the safe and effective presentation and running of events.
- Provides AutoCAD floor plans and venue technical drawings for the client, production companies including rigging plots and site maps.
- Coordinates the set up and operation of all booking specifications and ensure this is operational as required.
- Liaises with the hirers Production Manager to ensure the venue is set up as per the touring rider and addresses any shortfalls.
- Ensures there is an appropriate back up plan in place for all functions and events for technical equipment in liaison with the Venue Delivery and Event Delivery teams.
- Provides technical advice to the Manager Venue Delivery and Operations and General Manager Sports and Events for capital expenditure relating to technical equipment and the ability to stage events.
- Provides advice on technical requirements at other VenuesWest partner managed venues.
- Provides technical advice to the catering team and event delivery team as required.
- Operates technical equipment (e.g. PA, video screens, lighting, scoring and timing equipment) as required for events.

Training

- Provides ongoing scheduled training, coaching and mentoring of staff in the set up and operation of technical equipment across all venues.
- Develops and maintains manuals and procedures for the use of technical equipment and venue set up.
- Develops training modules for non-technical staff and provides coaching and mentoring of staff to develop technical skills.

Administration and Staff Supervision

- Assists with the preparation of budgets, monitoring and reporting of financial performance.
- Determines staffing requirements and provides a roster for approval



- Assists in the development and implementation of policy, standards and operating procedures.
- Provides leadership training and guidance to all Venue Operations Supervisors HBFS and Officers.
- Approves expenditure within budgetary guidelines and within the positions delegated authority.
- Monitors customer satisfaction levels, responds to feedback and recommends improvements and implements as required.
- Supervises direct reports and administers induction, training and performance management.

Workplace Health and Safety

- Ensures all event equipment and facilities meet OH&S legislative requirements and are operated in a safe manner.
- Maintains a safe working environment at all times and ensures all employees are inducted to VenuesWest sites and are aware of any specific safety requirements for high risk work at VenuesWest Venues.
- Liaises with key stakeholders including staff, national, state and local regulatory bodies, contractors and utility providers to achieve regulatory and legislative compliance to ensure safe and successful events.
- Tests and tags VenuesWest equipment and extension leads and repairs as required.
- Reads and understands all emergency plans and safety and health procedures, follows safe work instructions, undertakes emergency management and safety related training and assumes responsibilities as required or directed.

Event Dogging and Rigging

- Undertakes the responsibilities of the Technical Operations Coordinator as detailed in VenuesWest's Event Dogging and Rigging Procedure.
- Undertakes Rigging and Dogging activities and or the duties and responsibilities of VenuesWest's 'most qualified rigger' as per the Rigging and Dogging Procedure as required by the manager Venue Delivery & Operations.

Emergency Control Organisation

- Undertakes the Emergency Control Organisation (ECO) duties in an administrative and operational capacity to lead emergency coordination responsibilities in accordance with the Emergency Response Plan (ERP)

Other

- Ensures maintenance of all Venue Management equipment including technical equipment is completed to appropriate standards within budget perimeters.
- Other related duties as directed including BOH planning, delivery and review of all event services as required.

About the Person

The following *essential* capabilities are to be addressed in the context of the responsibilities of the position:

1. Demonstrated previous experience and working knowledge in the planning, set up and delivery of all back of house requirements for events with specific experience in the set up, operation and maintenance of technical equipment including audio vision, sound, IT and/or lighting equipment.
2. Understands strategic objectives, trends and factors that may influence work plans; Draws on information from a range of sources; Analyses and works within agreed guidelines to make decisions and incorporates outcomes into work plans
3. Identifies and uses resources wisely; Evaluates performance to identify need for change; Demonstrates flexibility with changes in priorities and focuses on quality whilst seeing tasks and projects through to completion.
4. Builds and maintains relationships with stakeholders, team members and colleagues; Consults and shares information; Values individual differences and diversity and takes responsibility for delivering high quality customer focused services.
5. Exemplifies personal integrity and self-awareness by adhering to the VenuesWest Way and Code of conduct; Takes responsibility for mistakes; Takes initiative to progress and complete work and reflects on own behaviours.



6. Communicates and influences effectively both orally and in writing, presenting messages confidently, listening to differing ideas and presenting persuasive counter arguments in negotiations.
7. Defines and clearly communicates roles and responsibilities; Negotiates and monitors performance standards and provides regular feedback to build on strengths; Guides the team and achieves results; actively promotes and communicates change to employees.

Qualifications / Certifications

Essential:

- WA Construction Industry White Card (Work Safely in the Construction Industry); or capacity to complete within 1 month of commencement.
- WorkSafe 'License to Perform High Risk Work' for Advanced Rigging (RA); or capacity to complete within 3 months of commencement.
- Computer Aided Design competency (i.e. AutoCad Light or similar); or capacity to complete within 3 months of commencement.

Desirable:

- Diploma of Live Production Theatre & Events (Technical Production) or a related discipline
- WorkSafe 'License to Perform High Risk Work' for Elevated Work Platform Boom Type (WP)
- WorkSafe 'License to Perform High Risk Work' for Forklift (FL)
- Portable Appliance Testing (Tag & Test) and Plug Replacement - UEENEEE101A (Apply Occupational Health and Safety Regulations, Codes and Practices in the Workplace); UEENEEP021A (Attach cords and plugs to electrical equipment for connection to a single phase 230 Volt supply); and UEENEEP020A (Conduct in service testing of electrical cord connected equipment and cord assemblies); or capacity to complete within 3 months of commencement.

The following qualifications are essential to undertake the duties of the Chief Warden as part of the Emergency Control Organization and training will be arranged by VenuesWest as soon as possible upon commencement in the position. Please note that employees who do not hold these qualifications cannot undertake the responsibilities of the Chief Warden.

- Confine Small Workplace Emergencies (PAUWER008B)
- Lead an Emergency Control Organisation (PUAWER006B)
- Operate as Part of an Emergency Control Organisation (PUAWER005B)

Employment Conditions and Eligibility

Appointment to this position is conditional upon:

- providing appropriate evidence of the 'Right to Work' in Australia
- providing a National Police Clearance Certificate (dated within 3 months from the date of application for the position) from a recognised service provider as determined by VenuesWest

Important note: The key requirements and attributes detailed above are based on the following core capabilities prescribed in the VenuesWest Job Capability Framework:


- Shapes and manages strategy
- Achieves results
- Builds productive relationships
- Exemplifies personal integrity and self-awareness
- Communicates and influences effectively
- Manages people

Additional information can be obtained by contacting People and Culture on (08) 9441 8362.

Certification:

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.



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| Peter Bauchop Chief Operating Officer |  | Date Approved: 26/10/17 |
| As occupant of the position I have noted the statement of duties, responsibilities and other requirements as detailed in this document. | | |
| Employee Name: | | Date Appointed:/...../..... |
| Signature: | | Date Signed:/...../..... |

